

BEFORE THE ILLINOIS COMMERCE COMMISSION

CONTACT COMMUNICATIONS, INC.

**Application for a Certificate of Local
Authority to Operate as a Reseller and
Facilities Based Carrier of
Telecommunications Services in the
State of Illinois**

) Docket No. 00-0643

TESTIMONY OF

STEVEN MOSSBROOK

ON BEHALF OF

CONTACT COMMUNICATIONS, INC.

OFFICIAL FILE

I.C.C. DOCKET NO

Applicants Exhibit No. 1

Witness

Date 1/9/01 Reporter L.R.

1 Q: Please state your name, position, employer, and business address.

2

3 A: My name is Steve Mossbrook. I am President and CEO of Contact
4 Communications, Inc., a competitive local exchange carrier (CLEC). My business
5 address is 937 West Main Street, Riverton, Wyoming, 82501.

6

7 Q: Please review your work experience, present responsibilities, and education.

8

9 A: I have owned and operated seven companies in various fields, most recently in
10 the Internet business. I hold an MBA in Finance from Georgia State University.

11

12 Q: What is the purpose of your testimony?

13

14 A: The purpose of my testimony is to supplement the application of Contact
15 Communications, Inc. for a Certificate to Become a Telecommunications Carrier in the
16 State of Illinois.

17

18 Q: Please provide a background or history of your organization.

19

20 A: Contact Communications was formed on March 15, 2000 as a corporation
21 operating and existing under the laws of the State of Wyoming. Contact
22 Communications is a spin off CLEC from Wyoming.com, the dominant Internet
23 Service Provider in Wyoming. Contact has 14 local exchanges in Wyoming at this
24 time. Wyoming.com began providing service in 1994 and now has 28 points of
25 presence serving virtually the entire state. Contact Communications draws upon the
26 same pool of technical expertise as Wyoming.com and shares some ownership
27 interests. Contact Communications is doing business as Contact Communications, Inc.
28 in the State of Illinois, and was recently granted a certificate of authority to do business
29 by the Illinois Secretary of State.

30

31 Q: Where is Contact Communications currently providing services, and what is
32 your record of service in those markets?

33

34 A: Contact Communications is currently certified as a CLEC in Wyoming, Oregon
35 and Montana. Services have yet to be implemented in- Oregon and Montana.
36 Applications to become a CLEC are pending in several other states. Contact
37 Communications currently has an interconnection agreement with Qwest to serve the
38 State of Wyoming, similar interconnection agreements are being negotiated in other
39 states. No complaints or judgments have been issued against Contact Communications
40 in any jurisdiction. Contact Communications has not been denied a Certificate of
41 Service or had its Certificate revoked in any jurisdiction.

42

43 Q: Please describe the managerial and technical experience of yourself and your
44 staff.

45

1 A: Contact Communications shares technical and support staff with Wyoming.com.
2 As the founder of Wyoming.com, I am still responsible for its current operations. I am
3 an entrepreneur with a history of successful companies in such fields as blown film
4 plastics and cabinet manufacturing. My primary strengths lie in finance and marketing
5 with a lifelong passion for technology.

6 Mr. Arlan Taggart is the vice president of Contact Communications. Mr.
7 Taggart has managed virtually every aspect of telephone company activities during his
8 23 years in the industry. He is responsible for the day-to-day operations, focusing on
9 administration and Operational Support Services (OSS). Mr. Taggart provides the best
10 of the traditional telephone model for integration into the modern approach to service
11 and advanced technologies.

12 Mr. Forrest Sprout is the vice president technology for Contact
13 Communications and the chief technology expert for Contact Communications. Forrest
14 provides the analytical skills necessary to review the wide variety of technologies
15 presented and recommends technology with promise for the future. A product of MIT,
16 he has been with Contact Communications and its parent company, Wyoming.com
17 since its founding and is responsible for much of its success.

18 Mr. John Ganley is the director of network operations for Contact
19 Communications. Mr. Ganley is a computer professional with over 15 years managing
20 Information Systems groups. Working for NYNEX, he was part of a team of
21 programmers, developing one of the first remote-access field service modules called
22 *FieldWatch*. He entered IT management in the fast growing network world as an IS
23 Manager for *Bolt, Beranek, and Newman*, manufacturers of super packet-switching
24 computers and the creators of the Arpanet, known today as the Internet.

25
26 Q: Please provide a description of the services Contact Communications intends to
27 offer in the State of Illinois.

28
29 A: The first service Contact Communications intends to offer is internet call
30 diversion, or ICD. ICD is the process of terminating local modem calls placed for the
31 purpose of connecting to an internet service provider. The service does not require a
32 direct relationship with a retail customer and the service will be sold wholesale to
33 internet service providers. Once this ICD service has been successfully implemented,
34 the company intends to expand to offer a full range of local exchange services,
35 including two way voice communications. However, the company does not at this time
36 intend to offer single line service or Plain Old Telephone Service (POTS).

37
38 Q: Where does Contact Communications intend to provide service?

39
40 A: The precise service area of Contact Communications will not be determined
41 until interconnection agreements have been negotiated. However, Contact
42 Communications business plan is directed to rural communities with a population of
43 less than 250,000.

44
45 Q: Will Contact Communications keep its books and records in Illinois?

1
2 A: No, Contact Communications has requested a waiver of the Illinois
3 Administrative code regarding the keeping of records. All books and records will be
4 kept at the headquarters of Contact Communications in Riverton, Wyoming. All billing
5 will be conducted from the Wyoming office. However, customer service personnel will
6 be available for assistance during normal business hours to quickly answer any
7 questions regarding the books and records of Contact Communications. Further, the
8 records will be available for inspection during normal business hours. Copy or fax
9 service of the books and records will be provided to customers who are burdened by
10 the location of the records in Wyoming. Further, these books and records will be
11 preserved in accordance with the Illinois Administrative Code
12

13 Q: How will Contact Communications bill for its services.
14

15 A: Initially, Contact Communications will not have a direct relationship with retail
16 customers. Wholesale billing to Internet Service Providers will be monthly, based upon
17 a contract initiated at the commencement of services. The contracted amount will be
18 based upon the number of end users served. When retail service is implemented, billing
19 to retail customers will be on a monthly basis. Billing will begin on the date service is
20 implemented. For the purpose of computing charges, a month is considered to have 30
21 days. Bills will be considered due on the date received. Each bill will be itemized to
22 include: calls or services that originate at the customer's number(s), calls accepted at
23 the Customer's number's (e.g. collect calls), calls billed to the Customer number(s) via
24 Third Number Billing if the customer is found to be responsible for such call or
25 service, the use of a Calling Card, and the use of a Company-assigned Special Billing
26 Number, and incurred at the specific request of the Customer. Further, the bills will
27 provide an itemization of all applicable additional fees, surcharges, and taxes. The
28 company does not intend to provide prepaid service.
29

30 Q: Please describe your handling of customer questions and complaints
31

32 A: Customer support for Contact Communications is available 24 hours a day,
33 seven days a week. Toll free customer service numbers are provided to the customer.
34 The customer service personnel will be prepared to address questions and complaints
35 regarding service, billing and repair. All complaints will be reported to the appropriate
36 staff member. If a problem cannot be solved promptly, an estimate of time required to
37 properly solve the problem will be given to the caller. Callers will be encourage to
38 contact the Commission for further assistance if they find Contact Communications
39 quality of service is unacceptable.
40

41 Q: Please describe your procedures to prevent slamming and cramming.
42

43 A: Since the initial service of Contact Communications will be to wholesale
44 providers through a contract, the company has not developed specific procedures to
45 prevent slamming and cramming as these practices could not occur. At such time the

1 company intends to offer retail services these procedures will be promptly developed
2 based upon the mandates of Federal and State law and the recommendation of the
3 Commission.
4

5 Q: Is Contact Communications financially fit to provide telecommunications in the
6 State of Illinois?
7

8 A: Yes. The company has proven financially capable of providing service in the
9 State of Wyoming by meeting hardware requirements through leasing. Contact
10 Communications will be able to respond to market requirements as they are identified.
11 This significantly minimizes the start up capital requirements necessary to implement
12 service. From the balance sheets and income and profit and loss statements it is clear
13 that Contact Communications has available sufficient capital to fulfill any obligations it
14 may undertake with respect to its operations and the services it proposes to offer.
15

16 Q: Does Contact Communications own its own equipment and facilities?
17

18 A: Yes, the company will co-locate equipment as specified in the collocation
19 agreements arrived at with incumbent carriers, including such devices as DSL access
20 multipliers and modem access concentrators at local exchange central offices to provide
21 advanced data services. Equipment to be used includes Nortel Network's CVX 1800
22 and Lucent Technology TNT switches.
23

24 Q: Does Contact Communications intend to provide 911 service?
25

26 A: Not at this time. In the event that voice service is implemented and provided to
27 end users, the company will ensure compliance with state law regarding 911 service,
28 including establishing and updating a 911 database, coordination with incumbent
29 LEC's, developing procedures for the transition of 911 surcharge. It is likely that these
30 services may be provided by outside contractors.
31

32 Q: Does this conclude your testimony?
33

34 A: Yes, thank you.
35